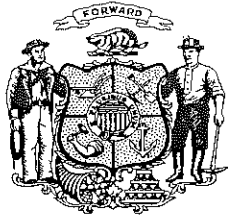


# STATE OF WISCONSIN

SENATE CHAIR  
MARK MILLER

317 East, State Capitol  
P.O. Box 7882  
Madison, WI 53707-7882  
Phone: (608) 266-9170



ASSEMBLY CHAIR  
MARK POCAN

309 East, State Capitol  
P.O. Box 8952  
Madison, WI 53708-8952  
Phone: (608) 266-8570

## JOINT COMMITTEE ON FINANCE

### MEMORANDUM

To: Members  
Joint Committee on Finance

From: Senator Mark Miller  
Representative Mark Pocan

Date: October 18, 2010

Re: Department of Workforce Development Report

Attached is an update on the key operating metrics for the Unemployment Insurance Program as required by the motion passed under the January 14, 2010 s. 13.10 meeting.

This report is being provided for your information only. No action by the Committee is required. Please feel free to contact us if you have any questions.

Attachments

MM:MP:jm

Department of Workforce Development  
Secretary's Office  
201 East Washington Avenue  
P.O. Box 7946  
Madison, WI 53707-7946  
Telephone: (608) 266-3131  
Fax: (608) 266-1784  
Email: sec@dwd.wisconsin.gov



State of Wisconsin  
Department of Workforce Development  
Jim Doyle, Governor  
Roberta Gassman, Secretary

October 15, 2010

The Honorable Mark Miller  
Wisconsin Senate  
PO Box 7882  
Madison, WI 53707

The Honorable Mark Pocan  
Wisconsin State Assembly  
PO Box 8953  
Madison, WI 53708

RECEIVED  
OCT 18 2010  
BY: J. FINANCE

Dear Senator Miller and Representative Pocan:

As required by the motion passed under the January 14, 2010 s. 13.10 meeting, Wisconsin Department of Workforce Development is pleased to share with the Joint Committee on Finance this update on the key operating metrics for the Unemployment Insurance program.

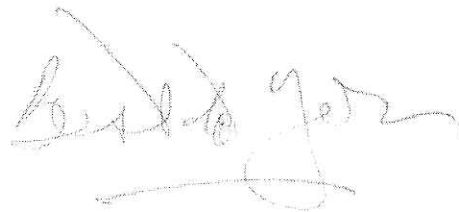
Please contact me or our UI Administrator, Hal Bergan, if you should have any additional questions.

Best regards,

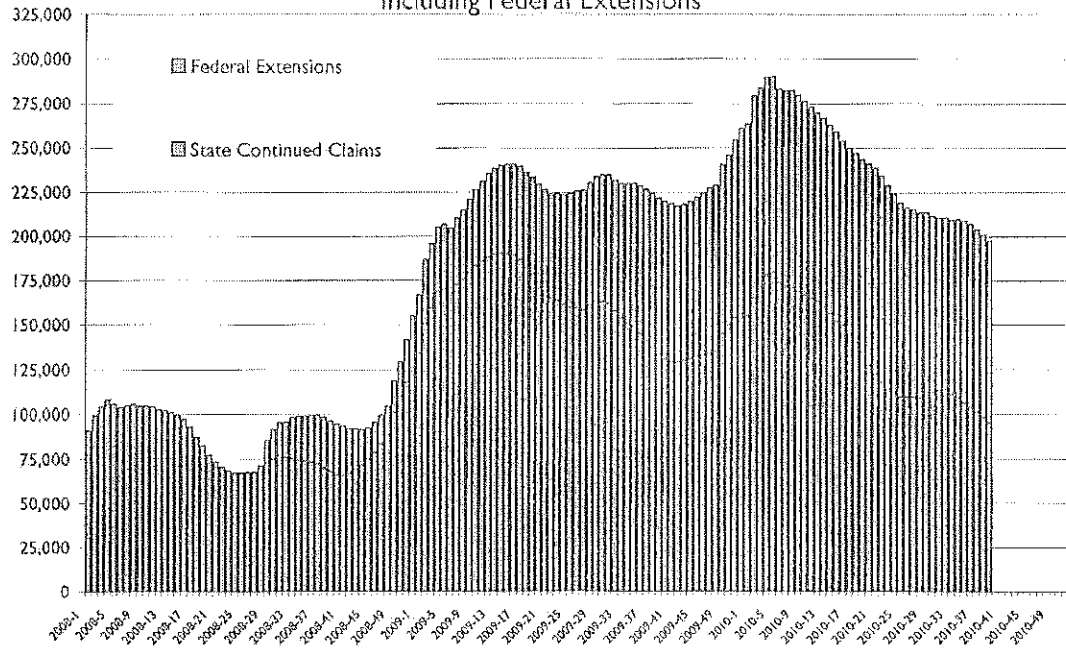
  
Roberta Gassman  
Secretary

Enclosures

cc: Dave Schmiedicke, DOA



Four-Week Moving Average of Continued Claims for Unemployment  
Insurance - Wisconsin  
Including Federal Extensions



Source: DWD, Division of Unemployment Insurance

## Program Participation

### Individuals Paid

Thru w/e	Number of Weeks	10/01/10 (wk 40)	06/26/10 (wk 26)	Change from wk 40 to 26	01/30/10 (wk 05) highest wk 2010
Regular Benefits	26	65,745	88,420	(22,675)	147,237
EUC	20	36,462	29,275	7,187	50,254
EUC Tier 2 (incl. 14th wk)	14	22,587	20,100	2,487	27,291
EUC Tier 3	13	18,925	23,166	(4,241)	24,329
EUC Tier 4**	6	2,223	7,830	(5,607)	0
Extended Benefits	13	16,678	228	16,450	4,622
High Extended Benefits***	7	3,314	97	3,217	3,973
<b>TOTAL Individuals</b>	<b>99</b>	<b>165,934</b>	<b>169,116</b>	<b>(3,182)</b>	<b>257,706</b>

### Weekly Totals

Week 27*	160,240
Week 28*	152,917
Week 29*	144,942
Week 30*	138,916
Week 31	198,246
Week 32	184,407
Week 33	179,334
Week 34	180,291
Week 35	178,437
Week 36	177,157
Week 37	169,600
Week 38	170,944
Week 39	166,775
Week 40	165,934
<b>Total</b>	<b>2,368,140</b>

- \* Weeks 27 - 30 were low due to delay in EUC program extension by congress.
- \*\* Triggered off in week 32. WI's three-month average total unemployment rate fell below the 8.5% required by the Federal government for people to claim the six weeks of benefits under Emergency Employment Compensation (EUC) Tier 4. This means that no new claims may be filed under EUC Tier 4. However, payment may continue for those who were eligible but stopped receiving payment for various reasons (return to work, awaiting a hearing decision, etc). These payments may resume if one's eligibility is restored.
- \*\*\* Triggers off in week 42. The improvement in WI's unemployment rate brought the three-month average ate down to 7.9%. The drop below 8% means that WI will no longer be eligible for the High Extended Benefits Program. The maximum number of weeks now available in WI is 86.

**July**

Dates: 6/27/10 - 7/31/10					
Total					
Calls	Total Calls	Received in Queue	Agent Answered	Claimant Abandoned	Blocked from Queue
IC*	60,045	58,839	50,711	8,128	1,206
Inquiry **	202,669	66,841	57,802	9,039	135,828
Q3 ***	18,311	18,311	14,749	3,562	0
<b>Total</b>	<b>281,025</b>	<b>143,991</b>	<b>123,262</b>	<b>20,729</b>	<b>137,034</b>

**August**

Dates: 8/1/10 - 8/28/10					
Total					
Calls	Total Calls	Received in Queue	Agent Answered	Claimant Abandoned	Blocked from Queue
IC	38,965	38,590	35,254	3,336	375
Inquiry	121,927	55,851	48,736	7,115	66,076
Q3	14,447	14,447	10,792	3,655	0
<b>Total</b>	<b>175,339</b>	<b>108,888</b>	<b>94,782</b>	<b>14,106</b>	<b>66,451</b>

**September**

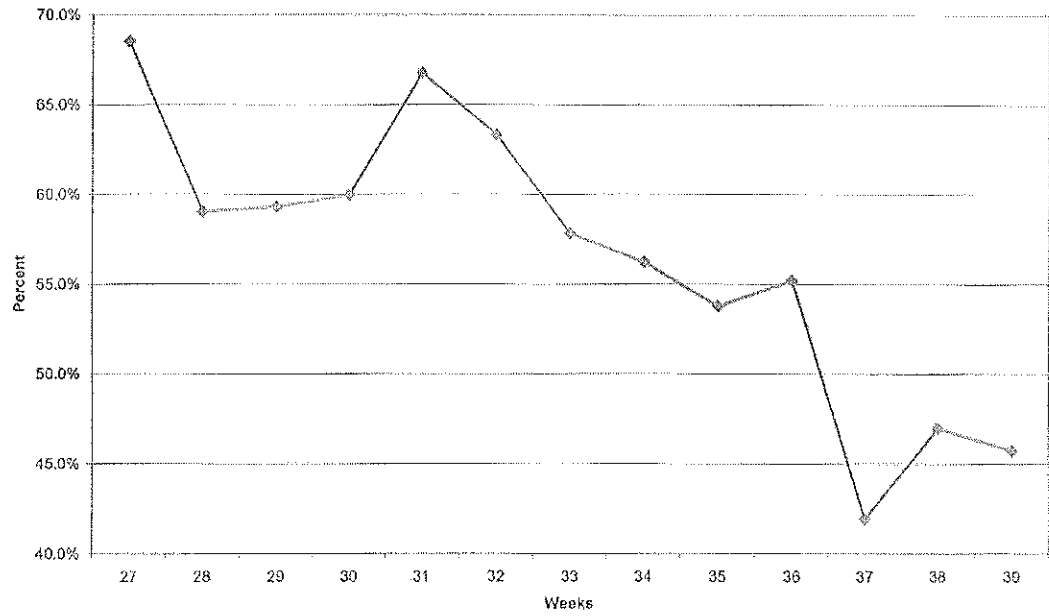
Dates: 8/29/10 - 10/2/10					
Total					
Calls	Total Calls	Received in Queue	Agent Answered	Claimant Abandoned	Blocked from Queue
IC	57,612	53,709	45,162	8,547	3,903
Inquiry	218,744	36,146	32,095	4,051	182,598
Q3	15,960	15,960	11,395	4,565	0
<b>Total</b>	<b>292,316</b>	<b>105,815</b>	<b>88,652</b>	<b>17,163</b>	<b>186,501</b>

\* IC=Initial Claims

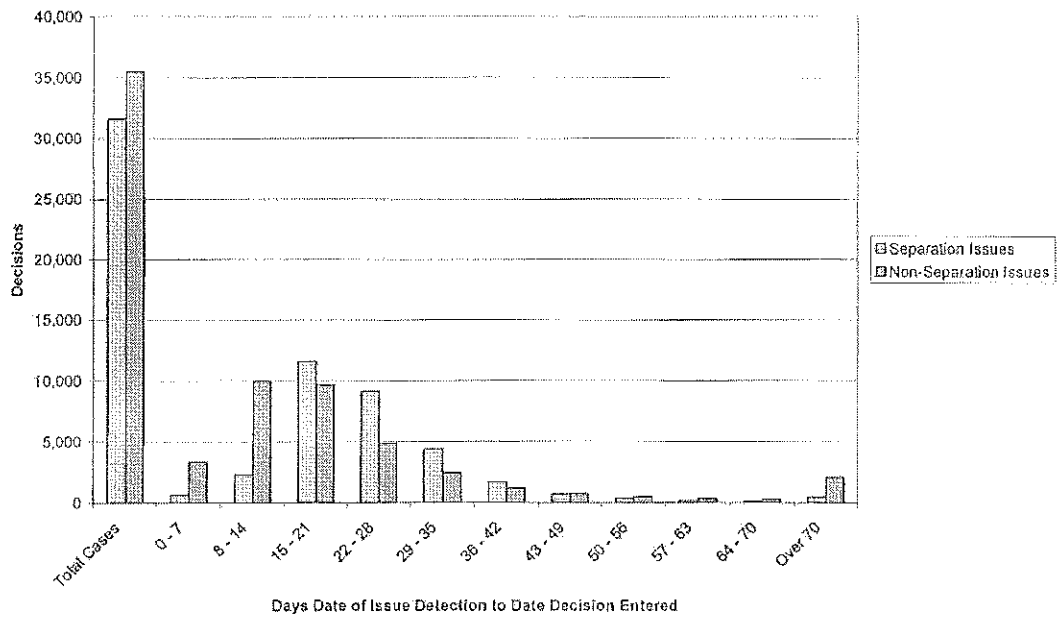
\*\* Inquiry=Inquiry calls relating to specific claims and general informa

\*\*\* Q3=Calls in response to specific requests from UI staff for claiman  
information

% Adjudication Decisions Timely by Week  
July - September 2010



Time Lapse Adjudication Decisions (Regular UI)  
July - September 2010



## FISCAL INFORMATION

### Fiscal Year Report Elements for the period: July 2010- September 2010

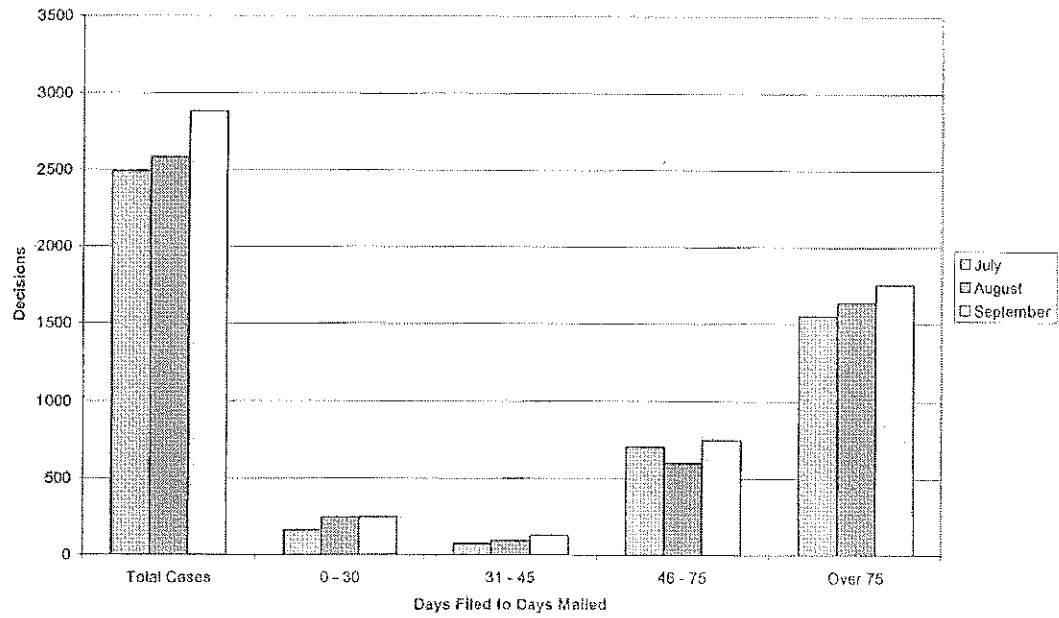
Allotment Line Code and Name	Quarterly Budget	Quarterly Expenditures
Line 1 - Permanent/Project Salaries	\$8,643,375	\$7,511,334
Line 2 - LTE Salaries	\$ 511,700	\$ 97,087
Line 3 - Fringe Benefits	\$ 3,939,275	\$ 4,156,476
Line 4 - Supplies and Services (* see below for details)	\$9,349,429	\$ 7,471,677
Line 6 - Aids to Individuals/Organizations	\$ 74,250	\$ 96,701
<b>Total Administration</b>	<b>\$22,518,029</b>	<b>\$ 19,333,275</b>

*Line 4 -Supplies and Services Items at Object Level	Quarterly Budget	Quarterly Expenditures
Postage/Freight	\$ 1,713,300	\$ 1,663,018
Rent (including maintenance expenses)	\$ 622,725	\$ 594,628
PR-S General Admin (see Note 1 below)	\$ 1,519,500	\$ 1,197,845
PR-S Applications Development (software programming charges)	\$ 1,482,825	\$ 1,210,871
Communications (phone charges. Including 800 numbers)	\$ 666,600	\$ 341,691
All Other Supplies and Services	\$ 3,344,479	\$ 2,463,624
<b>Total Line 4 - Supplies and Services</b>	<b>\$9,349,429</b>	<b>\$ 7,471,677</b>

#### Note 1

PR-S General Admin includes an allocated share of the expenses incurred for services provided by the staff of Finance, Policy and Budget, Human Resources, Payroll, Technical Computer Support, Administrator's Office and the Secretary's Office (the allocation/share of this expense is based on utilized positions within the UI division per month.)

**Appeals Decisions - Lower Authority**  
**July - September 2010**



**ETA-9054 Lower Authority Appeals Time Lapse**

Month	0 - 30 Days	31 - 45 Days	46 - 75 Days	Over 75 Days
July	162	73	704	1,552
August	248	95	601	1,640
September	250	127	750	1,756
Total	660	295	2,055	4,948

## Program Staffing

Number of Unemployment Insurance Staff	Current Quarter	Prior Quarter	Difference
Claims Specialists	192	241	(49)
Claims Support	51	43	8
Adjudication	181	209	(28)
Adjudication Support	37	30	7
Administrative Law Judges Appeals	36	36	-
Appeals Support	32	28	4
<b>TOTAL Individuals</b>	<b>529</b>	<b>587</b>	<b>(58)</b>